



## IP Office Technical Bulletin

**Bulletin No:** 43  
**Date:** 30 June 2005  
**Region:** Global

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### **General Availability (GA) of the IP Office 3.0 June Maintenance Release**

Avaya is pleased to announce the availability of the IP Office 3.0 June Maintenance Release Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 3.0 releases.

#### **1 Overview**

This maintenance release incorporates new software and CDs for IP Office Core Switch 3.0(44), VoiceMail Pro 3.0(15), and User CD 3.0(13), which includes the SoftConsole 3.0(10) and the Phone Manager 3.0(13) applications.

**NOTE: Upgrading an IP Office 403 Unit to 3.0(44) from software earlier than 2.1(31) cannot be performed without first upgrading to an interim build – 2.99(1000). This is supplied on the administration CD. Failure to upgrade to this version prior to upgrading to 3.0(44) will result in a system that cannot be recovered without manual intervention.**

IP Office 3.0(44) should be used for all 3.0 upgrades and new installations, except those where 2050(DT) terminal support is required, where 3.0DT should be used instead. The IP Office 3.0(44) software and associated applications can be downloaded from the Avaya Support Website:

<http://support.avaya.com>

This software is for use with the IP Office IP 403, IP 406, IP 406V2, IP 412 and the IP Office Small Office Edition.

#### **2 New Feature Support**

Support for 2.2 firmware for 4610, 4620, 5610 and 5620 IP Phones.  
Small Community Networking (SCN) is now backwards compatible and supports functionality with IP Office systems running a minimum of R2.1(35), R3.0(44) and R3.0DT(535) (EMEA/APAC) systems. (See table below.)

**Small Community Networking interoperability options**

<b>R3.0(44)</b>	<b>R3.0DT(535)</b>	<b>R2.1(35)</b>
Works with: R2.1(35) and R3.0DT(535)	Works with: R3.0(44) and R2.1(35)	Works with R3.0(44) and R3.0DT(535)

**3 IP Office Resolved Field Issues**

In the tables below, the Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SMBS; when a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the CQ number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single CQ issue.

**3.1 IP Office 3.0(44) Resolved Field Issues**

The following field issues have been addressed in the IP Office 3.0(44) software:

<b>CQ Number</b>	<b>Description of Issue</b>
18952	DSI exceptions lead to corrupted memory due to 3 <sup>rd</sup> party IVR
20023	Users hear random DTMF tones on calls across a IP trunk of a SCN
20805	Memory leak in TAPI interaction with 3 <sup>rd</sup> party system causing reboots
21156	Intermittently "beeps" are heard during calls over VPN trunks between IP Office Systems
21850	IP Office does not recognize or decode Call Progress Message with FastStart
21882	HATRIC/POTS timing interaction issue causing reboot on early PCS revision 406V2
21981	VCM 30 not releasing channels in complex call scenarios at high call volume
22030	406V2 expansion port 3 modules have one way audio when calling across an SCN
22124	Mandatory Call Recording of 2nd simultaneous call to a terminal fails – only 1 call recorded
21875	Intermittent system reboot and stuck Call appearance when answering recalling queued call
21896	2420 terminals can answer calls automatically (HFAns) with a default config
21902	Unable to dial out when using Least Call Routing if BRI (main) line is disconnected
21914	406V2 - All on-board DS 6408 Terminals can reset on load
21960	Line Appearance call does not clear when channel is in busy state
21989	2420 appearance labels being rewritten each time button becomes idle
22018	CTI Pro link fails when IP403 rebooted
22022	Sending wrong info on E911 call can cause problem on proctor box
22154	Dial Intercom no longer works properly on 3.0.40
22166	Slow degradation and reboot due to attempted retrieval of disconnected parked calls
22215	Possible config Corruption being introduced when upgrading to 3.0.40
22229	Hold button acts like a Transfer in certain circumstances
22239	Dial Intercom now bridges onto held calls
22240	Park and BLF lights do not function as expected – BLF lights do not light
22263	LCR- Waiting for Line Tone Fails to stop Even after the call is connected
22319	All calls to Phone with 4 x Line Appearance Buttons get ringing after 1st call Answered/Dropped
22395	2 simultaneous presented calls - answering 2nd call in line first may drop the 1 <sup>st</sup> call
22396	Line Appearance rings forever when incoming route destination not available
22391	Access violation when opening Analogue Line form in the manager
22296	SME embedded voicemail does not provide beep for caller to start recording message

### 3.2 VoiceMail Pro 3.0(15) Resolved Field Issues

The following field issues have been addressed in the VoiceMail Pro 3.0(15) software:

CQ Number	Description of Issue
21608	Install type descriptions are not correctly translated in German locale
21702	Dutch Install type descriptions are not correctly translated
21437	Chinese VoiceMail Pro Control Applet – VoiceMail Pro User Management form not translated
21565	Install type descriptions are not correctly translated in Italian locale
21920	IMS Client deletes old and New Messages when starting Outlook
11390	Web Campaign interface displays English words for non-English settings

### 3.3 Phone Manager 3.0(13) Resolved Field Issues

The following field issues have been addressed in the Phone Manager 3.0(13) software:

CQ Number	Description of Issue
20167	No error message when LCS session is terminated
20728	Cancelling a call before entering PIN number does not cancel call attempt completely
20836	'Incorrect PIN' message box appearing unexpectedly
21103	VOIP Phone Manager user – speed dial with correct PIN gives error message.
21576	PhoneManager Preferences: No changes made, click 'OK' toggles agent between Ready & BWU
21640	'My Speed Dial' tab needs translation to include special characters
21681	Unable to launch help from Personal Distribution List config screen
21689	Cannot use G.729 or G.723 codec with iPhoneManager Pro
21739	'Ringback when free' button is not enabled.
21830	Configure Personal Distribution List does not allow maximum specified number of users
21863	Create new Account code speed dial with PIN Dialling, OK button does not become enabled
21840	VoIP Operation: Reboot of switch requires a re-start of Phone Manager
21415	Russian Translation issue – 'My speed dials' is not translated
21528	Text refresh issues when changing language

## 4 Technical Notes

### 4.1 Upgrade Installation Notes

When upgrading to 3.0(44) from a version of software prior to 2.1(35) the following procedures must be observed and the instructions followed to achieve a successful upgrade.

**NOTE: It is recommended that any units not running the 2.0 or higher software should be upgraded to version 2.0 first before upgrading to 2.1(35). If this process is not followed Avaya cannot guarantee that the configuration will be upgraded as intended.**

Before any upgrade commences the old Admin Suite must be removed and the 2.1 Admin Suite must be installed. The IP Office 2.1 Admin CD is fronted by the Microsoft installer, which behaves differently to the Install Shield package used on releases prior to 2.0.

The following points should be noted:

- In all cases the old version of the Admin suite must be uninstalled using add/remove programs before the 2.1 Admin Suite is installed. The install will not occur unless the previous software has been removed. The same applies if moving between versions of the 2.1 Admin Suite.
- Microsoft .NET is required to support some of the applications. It is recommended that .NET is installed. This may take several minutes to complete.
- If installing on a PC with .NET Framework version 1.0 installed, this must be un-installed before installing 1.1. This can be done by going into Control Panel, selecting Add/Remove Programs and then selecting the 1.0 Microsoft .NET Framework.

**NOTE: If upgrading the system software from a Windows 2000 PC directly connected to the IP Office, ensure that the IP address is set as static for the duration of the upgrade. When in client mode, Windows 2000 can lose its IP address settings immediately if it detects a disconnection from the LAN (this occurs as the unit reboots during the upgrade process). This can cause the upgrade to fail and the unit to be left with no software.**

***IMPORTANT INFORMATION – IP 403 UPGRADE ONLY***

**If upgrading from software version 1.x you must follow the instructions in section titled “IP 403 Upgrade Instructions” to upgrade the software loader on the IP 403. If the IP 403 is already at 2.0 you can follow the instructions in section the section titled “IP401, IP406, IP412, and Small Office Edition Upgrade Instructions.”**

There are two IP 403 binaries in this release: one for updating the loader, version 1.99(1003) and the real binary, version 3.0(44). The loader upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V1\_99 directory and the real binary is in the Manager directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories. Failure to follow these instructions will result in a failure of the upgrade to your system.

***IMPORTANT INFORMATION – WAN3 UNIT UPGRADE ONLY***

**If you have a WAN3 unit connected and configured to your main IP Office system you must upgrade the WAN3 unit separately to the Main IP Office and its modules.**

Please follow the normal upgrade procedure for your Main IP Office unit and it’s modules as outlined in this document.

Once the other units have been upgraded successfully, please follow the same procedure to upgrade the WAN3 unit.

***IMPORTANT INFORMATION – REMOTE UPGRADE OF UNITS***

**If you already have the 2.1 GA software installed on ALL of your IP Office system units and expansion modules then you can now perform a remote upgrade.**

**To perform a remote upgrade, you MUST be using a 2.1 or higher version of the manager and wizard applications. DO NOT USE ANY OTHER PREVIOUS VERSION OF THE MANAGER OR UPGRADE WIZARD.**

First Dial in and connect to your IP Office, then follow the same upgrade procedure as outlined in the next section.

**IMPORTANT INFORMATION – UPGRADE OF IP 403 UNITS**

*If you have the 2.1 GA or higher software installed on your IP Office 403 system units and expansion modules then you can now perform a remote upgrade.*

There are two IP 403 binaries in this release: one for updating the memory allocation table, version 2.99(1000) and the real binary, version 3.0(44). The memory allocation upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V2\_99 directory and the real binary is in the Binary directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories, or change the working directory accordingly.

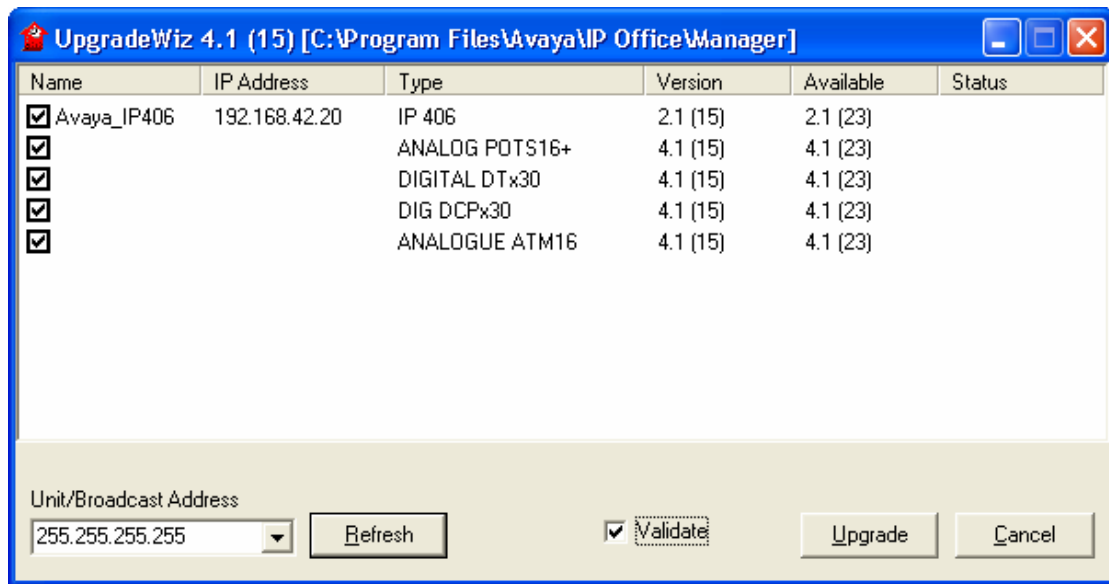
*To perform an upgrade from previous 2.1 releases (prior to 2.1(35)) to 3.0(44), you MUST be using a 2.1 or higher version of the manager and wizard applications, and MUST upgrade to 2.99(1000) as supplied on the administration CD before performing an upgrade to 3.0(44). Failure to follow these instructions will result in a failure of the upgrade to your system.*

First Dial in and connect to your IP Office, then follow the same upgrade procedure as outlined in the next section.

#### **4.1.1 IP 401, IP 406, IP 412, and Small Office Edition Upgrade Instructions**

To upgrade the Control and Expansion units do the following:

1. Ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails the current configuration may be erased, so a backup copy is essential.
2. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
3. After a few seconds the upgrade wizard should show the Control and Expansion units found.
4. If no units are found using the broadcast address 255.255.255.255 this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.
5. A window similar to the following is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



6. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
7. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.

#### **4.1.2 IP 403 Upgrade Instructions for upgrading from a release prior to 2.x**

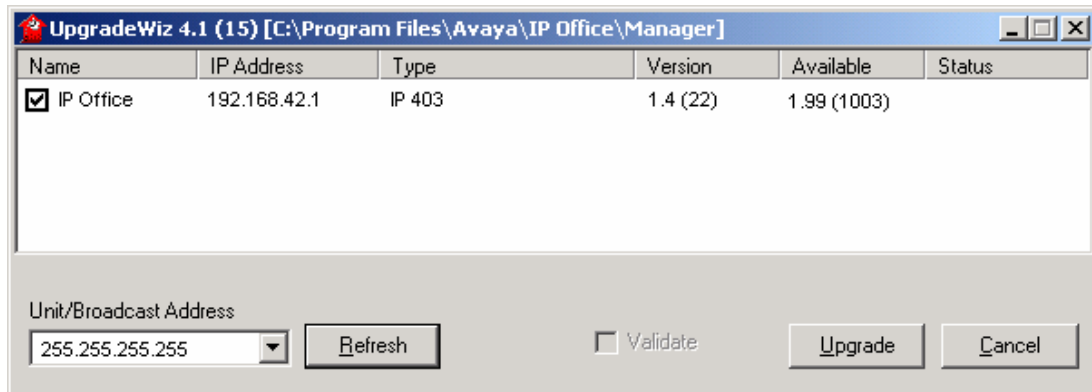
**NOTE: Please read all of the following instructions before upgrading an IP 403.**

Upgrading the IP 403 from 1.x to 2.x requires an upgrade of the loader software to version 0.81. The upgrade procedure for this is as follows:

1. Install the Admin Suite as normal. Do not open the Manager application.
2. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V1\_99 folder. This will contain a file called ip403.bin. This file is level 1.99 of the IP Office 403 firmware and contains the loader that is necessary to be able to upgrade from 1.x to 2.x, and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails, the current configuration may be erased, so a backup copy is essential.
4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
5. After a few seconds the upgrade wizard should show the Control and Expansion units found.
6. If no units are found using the broadcast address 255.255.255.255, this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.



7. A window similar to the one below is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



8. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.
10. When version 1.99 firmware is installed in the IP Office 403 system the front panel LED's will flash a pattern, indicating that another version of the IP Office firmware must be loaded into the IP Office 403 base unit in order to make it fully functional. When the version 1.99 firmware is installed, the functionality of the IP Office system is very much reduced - there is no trunk support; there is no telephone handset support; there is no support for VoIP functionality, etc. There is also no support for expansion units, so consequently these will not be visible in the upgrade wizard when the CPU is running version 1.99.
11. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2\_1 folder. This will contain a file called ip403.bin. This is the 2.1 IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
12. Repeat steps 4 – 9 of the above procedure.
13. The IP Office 403 system will now be at version 2.1.
14. Now that version 2.1 is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

**NOTE: If you attempt to put 2.1 software directly onto an IP403 system running 1.x software without installing the new loader version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid “DTE Port Maintenance”, which is available from the Job Aids section at the following website:**

<http://support.avaya.com>

You can also access the Job Aid by following the link given in the section titled “Job Aids” which can be found towards the end of this document.

The above procedure does not need to be performed if the IP Office 403 base unit is already running version 2.0 or later firmware.

- The above procedure need only ever be completed once.
- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.
- Inadvertently repeating the above procedure will do no harm. Version 1.99 firmware for the IP Office 403 system detects whether or not the loader needs upgrading automatically and will only ever perform the modification once.
- Confirmation of the activities outlined above may be obtained by connecting a PC serial port terminal to the DTE port on the back of the IP Office 403 and monitoring the session. An indication that the loader has been upgraded is provided.
- The AT-X4 command has been added to the new IP 403 loader to erase the extra configuration space now available. This should be used in conjunction with AT-X2 and AT-X3 when defaulting an IP 403 unit via the DTE port.

#### ***4.1.3 IP 403 Upgrade Instructions if upgrading from a release previous to 2.1(31)***

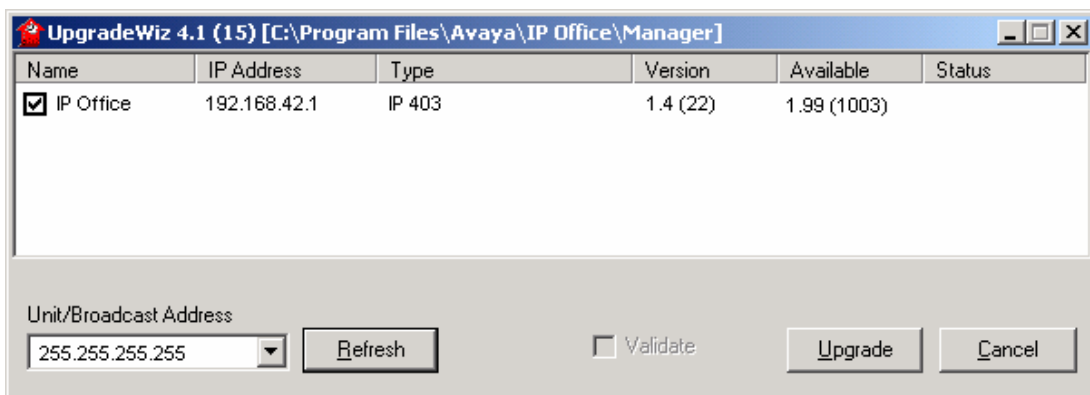
**NOTE: Please read all of the following instructions before upgrading an IP 403.**

The following procedure is applicable to the IP 403 only when running 2.1.x software.

Upgrading the IP 403 from below 2.1.31 to 3.0(44) requires an intermediate upgrade of the system software to version 2.99(1000). The upgrade procedure for this is as follows:

1. Install the Admin Suite as previously detailed. Do not open the Manager application.
2. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2\_99 folder. This will contain a file called ip403.bin. This file is level 2.99(1000) of the IP Office 403 firmware and contains the software that is necessary to be able to upgrade from 2.1.x to 3.0(44), and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.

3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails, the current configuration may be erased, so a backup copy is essential.
4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
5. After a few seconds the upgrade wizard should show the Control and Expansion units found.
6. If no units are found using the broadcast address 255.255.255.255, this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.
7. A window similar to the one below is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



8. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.
10. When version 2.99(1000) firmware is installed in the IP Office 403 system the system should be rebooted, then the following step run as soon as possible.
11. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | Bin folder. This will contain a file called ip403.bin. This is the 3.0(44) IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
12. Repeat steps 4 – 9 of the above procedure.
13. The IP Office 403 system will now be at version 3.0(44).
14. Now that version 3.0(44) is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

**NOTE: If you attempt to put 3.0(44) directly onto an IP 403 system running 2.1.x software prior to 2.1(35) without installing the new 2.99(1000) version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid “DTE Port Maintenance”, which is available from the Job Aids section at the following website:**

<https://emea-businesspartner.avaya.com/Support/TechnicalDatabase.html>

You can also access the Job Aid by following the link given in the section titled “Job Aids” which can be found towards the end of this document.

The above procedure does not need to be performed if the IP Office 403 base unit is already running version 2.1(31) or later firmware.

- The above procedure need only ever be completed once.
- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.
- Inadvertently repeating the above procedure will do no harm. Version 2.99(1000) firmware for the IP Office 403 system detects whether or not the memory addressing needs upgrading automatically and will only ever perform the modification once.
- Confirmation of the activities outlined above may be obtained by connecting a retrieving a configuration file from the system via the manager application, and examining the versions displayed of the system unit and associated modules.

#### ***4.1.4 Unit Compatibility - Expansion Unit Interoperability***

All expansion units must be upgraded or downgraded to match the CPU software.

### ***4.2 Upgrade Instructions for VoiceMail Pro***

#### ***4.2.1 Upgrading from 3.0 GA Voicemail Pro***

The new backup /restore utilities allow the upgrade of a VoiceMail Pro system by performing the following steps:

- 1). Export the voicemail call flows using the Import/Export feature.
- 2). Backup the VoiceMail Pro registry settings using the ‘Backupreg.bat’ file supplied on the CD.
- 3). Uninstall the current VoiceMail Pro software.
- 4). Reboot the server.
- 5). Restore the VoiceMail Pro registry settings using the ‘Restorereg.bat’ file supplied on the CD.
- 6). Install the new VoiceMail Pro software.
- 7). Reboot the server.
- 8). Import the VoiceMail Pro call flows backed up in step 1.

#### ***4.2.2 Upgrading from 2.x or 1.x GA VoiceMail Pro***

Backup your data. Always perform a backup of data BEFORE performing an upgrade. For information in how to back up your existing data, please see the following section ‘Backing up the VoiceMail Pro database’.

When upgrading from one software level to another the original software needs to be uninstalled. The un-installation process only removes those files installed during the application's original installation. Any other files added since are not removed, such as VoiceMail messages. Any callflows that have been created will still operate, but they will not be editable after the upgrade. To make sure that the callflows can be edited they need to be exported before the upgrade process and then imported into the new software version.

**NOTE: After uninstalling any existing VoiceMail server, always reboot the PC. Uninstalling does not remove any existing messages and greetings.**

#### ***4.2.2.1 Backing-Up the VoiceMail Pro Database***

Before removing VoiceMail Pro, you should create a backup copy of the callflow database. This will contain any customizations made to the default callflow.

**NOTE: The Root.vmp file contains the compiled callflow (created using Save & Make Live). This type of file cannot be loaded back into the VoiceMail Pro Client for editing. The editable version of the callflow is stored in the file VMData.mdb.**

1. Start the VoiceMail Pro Client.
2. From the File menu select the option Import or Export.
3. Select the option Export Callflows and click next.
4. Enter a file path and file name ending in .mdb, e.g. C:\temp\backup.mdb. Click Next.
5. Click Finish to start the export then click Close to complete the export procedure.
6. Close the program.

#### ***4.2.2.2 Uninstall VoiceMail Pro***

1. Open the Windows Control Panel.
2. Select Add/Remove Programs.
3. Select IP Office VoiceMail Pro and click Change/Remove.
4. From the options offered select remove and click next.
5. Follow any prompts given during the removal process.
6. When the process has been completed select the option "Yes, I want to restart my computer now" and click Finish.

#### ***4.2.2.3 Upgrade Installation***

1. Insert the VoiceMail Pro CD. The Installation wizard should auto-start.
2. Select the language to be used during the installation. Click OK.
3. At the Welcome screen click next.
4. At the customer information screen accept the defaults and click next.
5. Select the type of installation required:

**Note: On Windows NT/2000/XP/2003, VoiceMail Pro Server is automatically installed as a service.**

- **Typical Install:** Installs all the components of VoiceMail Pro including campaigns and the Campaign Web component.
  - **Compact Install:** Installs all the components of VoiceMail Pro including campaigns.
  - **Custom Install:** Allows selection of which components to install. The default selection before any changes is the same as the typical selection.
6. At the Choose Destination Location screen accept the default locations, click next to continue.
  7. Depending on the type of installation some or all of the following options will appear:
    - If the Campaign Web Component is being installed, the web server type, location of the web server's HTML root, and the CGI bin directories will be prompted for.
    - On Windows NT/2000/XP/2003, if installing the VoiceMail Pro Server, the user account that the VoiceMail Pro service should use needs to be entered.
  8. Unless there are specific reasons to do otherwise, accept the displayed program folder.
  9. A summary of those items about to be installed is displayed. You can use Back to return to the previous screens and alter the selection if required. Click Next to begin the installation.
  10. When the installation is complete select the option "Yes, I want to restart my computer now" and click Finish.

#### ***4.2.2.4 Restoring the VoiceMail Pro Database***

1. Start the VoiceMail Pro Client.
2. From the File menu select the option Import or Export.
3. Select the option Import Call Flows and click next.
4. Use the Browse button to locate the backup file then click next.
5. Click Finish to start the import then click Close to complete the import procedure.

Note: After upgrading to VoiceMail Pro 2.x from 1.x the system will default to INTUITY mode and Advice of Call Recording will be enabled. To change these options, start the VoiceMail Pro Client and change these settings from Administration | Preferences | General. Users of VoiceMail Pro running in IP Office mode will be asked to record their name when they first dial into VoiceMail Pro after the upgrade.

## 5 Assistance

### 5.1 Manuals & CD's

The latest IP Office manuals and CD's can be downloaded from:

<http://support.avaya.com>

From the list of options presented on the left hand side of the web page click on "Systems for Small and Medium Businesses" and then from the "Media Gateways and Media Servers" heading select IP Office | R3.0 English.

### 5.2 Job Aids

A number of Job Aids are now available to complement the technical manuals and offer a step-by-step "how to do" approach. These Job Aids can be found at:

<http://support.avaya.com>

From the list of options presented on the left hand side of the web page click on "Systems for Small and Medium Businesses" and then from the "Media Gateways and Media Servers" heading select IP Office | General Info.

### 5.3 IP Office Technical Training

Avaya University training courses have been updated to reflect the new features offered with the IP Office 3.0 release. Details of the courses and their availability can be found at the Avaya Learning Centre:

<http://www.avaya-learning.com>

*Issued by:*  
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